

**AGING PROGRAM SPECIALIST I**  
**AGING PROGRAM SPECIALIST II**  
**AGING PROGRAM SPECIALIST III**  
**AGING PROGRAM SPECIALIST IV**

**Class No. 005203**  
**Class No. 005204**  
**Class No. 005205**  
**Class No. 005206**

**DEFINITION:**

To assist public and private agencies in the development of service programs for healthy and frail senior citizens and the disabled; to assess and monitor the psychological, physical and social needs of frail, at-risk clients; to negotiate, evaluate and monitor service contracts of service provider agencies; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

Aging Program Specialist is a professional social work class series found only in the Health and Human Services Agency (HHSA).

**Aging Program Specialist I:** This is the entry and first working level class in the Aging Program Specialist series. Under immediate supervision, incumbents are responsible for providing information and service provider referrals, performing client screening functions, or assisting agencies in the development, organization and monitoring of service programs.

**Aging Program Specialist II:** This is the journey/lead worker class in the series. Under general supervision, incumbents perform as case managers to ensure client needs are met by developing and monitoring case plan or may act as contract managers monitoring service provider contracts for compliance with terms, conditions and regulations. Incumbents in this class may also act as lead workers providing technical guidance, training and information to subordinate specialists and/or clients.

**Aging Program Specialist III:** This is the first-line supervisory level class. Under direction, incumbents supervise the activities of a unit of Aging Program Specialists or are responsible for a program area having countywide significance.

**Aging Program Specialist IV:** This is the second-line supervisory class. Under direction, incumbents are responsible for supervising, through subordinate supervisors, the activities of a section of professional staff or Aging Program Specialists III who have responsibility for a countywide program.

**EXAMPLES OF DUTIES:**

Screens clients; assists public and private agencies and organizations find ways to fill service gaps; develops and assesses programs; assists agencies in preparing funding requests and locating funding sources; assists in establishing and maintaining linkages between agencies and groups; provides information and service provider referrals to the public; maintains records; and prepares reports.

**Aging Program Specialist II:**

All of the duties listed above and: conducts eligibility assessments for medical and other government funded health and human services programs; determines client needs and develops an appropriate case plan; arranges for services from community providers; monitors and evaluates client cost to ensure cost containment; maintains client records; reviews monthly progress reports and claims for compliance with contract terms and mathematical accuracy; serves as lead workers in information and assistance, centralized intake and adult abuse reporting program, providing

screening activities for client eligibility for department case management programs; makes visits to program centers to ensure operation is in compliance with grant regulations and contract terms; may serve on special task forces such as housing, employment, education and substance abuse; may develop special events or programs; serves as project leader in programs such as the Nursing Home Ombudsman Program by coordinating training classes and monitoring program activities; and handles moderately complex individual assignments or direct service projects as necessary.

### **Aging Program Specialist III:**

All of the duties listed above and: assigns, reviews, monitors and evaluates the work of subordinate staff; plans and directs the activities of a unit of professionals managing cases or monitoring contracts and service agreements; prepares and supervises the implementation of corrective action plans when required by non-compliance with service agreement provisions; participates in the contractor selection and contract evaluation process; confers with staff to review cases and problems and to make suggestions concerning levels of service to clients; assists in the preparation of complex and sensitive funding proposals; analyzes census and other statistical information; assists in the preparation of an annual plan of aging for the County; develops marketing strategies and tools for identifying available resources; and develops various publications pertaining to the agency's services.

### **Aging Program Specialist IV:**

All of the duties listed above and: plans, organizes and evaluates the operation of a section of professional staff responsible for one or more functional areas; trains, supervises and evaluates subordinate staff; develops and monitors performance standards and insures the quality of work of the section; coordinates activities with other sections and units; handles sensitive problems and complaints from citizens and contract agencies; prepares correspondence and reports for the Board of Supervisors and funding bodies as necessary; and plans and evaluates services to the elderly.

### **MINIMUM QUALIFICATIONS:**

Knowledge Level: T = Thorough; G = General; -- = Not Applicable

Classification Level: I = Aging Program Specialist I  
II = Aging Program Specialist II  
III = Aging Program Specialist III  
IV = Aging Program Specialist IV

### **Knowledge of:**

<b><u>I</u></b>	<b><u>II</u></b>	<b><u>III</u></b>	<b><u>IV</u></b>	
G	T	T	T	Dynamics of the aging process and the special needs of the elderly/younger disabled and the community resources available to meet client needs.
G	T	T	T	Laws, regulations and programs pertaining to long term care.
G	T	T	T	The Older Americans Act and the regulations that govern it.
G	T	T	T	Case management methods and techniques.
G	T	T	T	Rules, regulations and methods of contract negotiation and management.
G	G	G	T	The organization and functions of County departments.
G	G	G	G	The federal, state and county legislative process as it pertains to the mandates and functions of the Area Agency on Aging.
--	G	T	T	Principles and techniques of supervision and training.
--	--	G	G	Statistical and budgeting principles and methods.
--	--	G	G	The General Management System in principle and in practice.

### **Skills and Abilities to:**

The following apply to all classes:

- Analyze problems and make sound recommendations for solutions.
- Interpret and apply grant rules and regulations to monitor contracts and service agreements.
- Assist groups to identify needs and develop programs to fill service gaps.
- Communicate effectively both orally and in writing.
- Establish and maintain effective working relations with clients, co-workers and members of the public to include persons of diverse cultural and socio-economic backgrounds.
- Prepare reports and grants.

**Aging Program Specialist III and IV (in addition to the above):**

- Assign, review, monitor and evaluate the work of subordinates.
- Plan, organize and monitor the activities of a unit/section.
- Accomplish organizational goals through management of subordinate staff.

**EDUCATION/EXPERIENCE:**

Education, training and/or experience, which would likely demonstrate the knowledge, skills and abilities stated above. An example of qualifying education/experience is: A bachelor's degree from an accredited college or university in gerontology, psychology, social work or related behavioral or social science field of study, AND:

**Aging Program Specialist I:** One (1) year of professional experience with an agency serving the elderly and/or the disabled. Qualifying experience may include internships, work-study or volunteer experience. Completion of at least nine (9) graduate units in gerontology or social work may be substituted for the experience requirement.

**Aging Program Specialist II:** Two (2) years of professional experience working with senior and/or disabled citizens performing duties related to case management, contract monitoring, program development and community organization, information and referral concerning community resources and services, or long term care management.

**Aging Program Specialist III:** Four (4) years of professional experience working with senior and/or disabled citizens, two years of which is at the level of Aging Program Specialist II with the County of San Diego. Experience as a Social Worker in adult protective services, in-home services, conservatorship or public guardian will be considered as qualifying.

**Aging Program Specialist IV:** Six (6) years of professional experience working with senior and/or disabled citizens, two years of which must be at a supervisory level comparable to Aging Program Specialist III with the County of San Diego.

**Note:** For the Aging Program Specialist II, III and IV levels, a master's degree in gerontology, social work or a similar social science can substitute for one (1) year of the experience requirement.

**SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

**License:**

A valid California Class C driver's license is required by the time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their personal vehicle.

**Probationary Period:**

Incumbents appointed to permanent positions in class 5206, Aging Program Specialist IV, shall serve a probationary period of twelve months. (Civil Service Rule 4.2.5).

